

FIGURE. 1

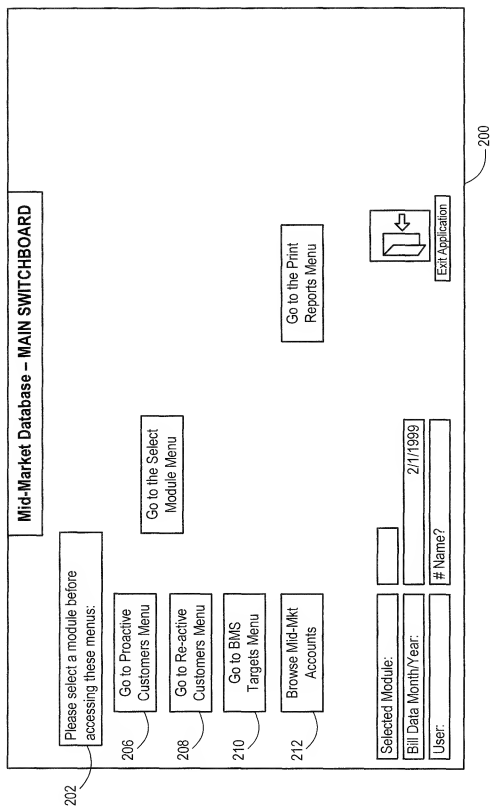


FIGURE. 2

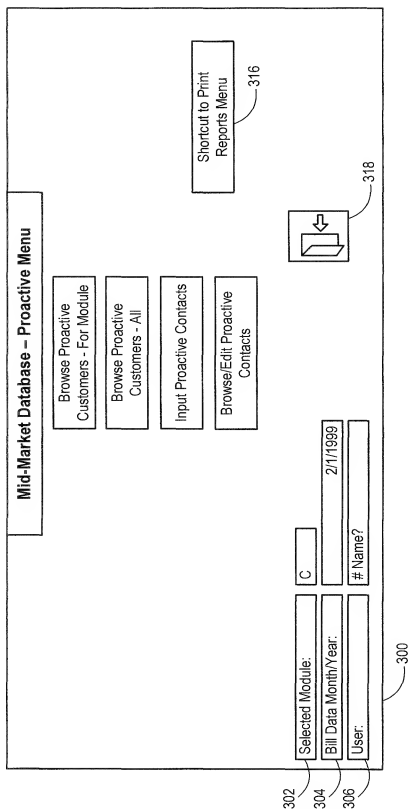


FIGURE. 3

Browse Proactive Customers Form – For Selected Module

402	MAN FID	S3VGQ	Select by name:	
	local service	\$ 11,669.72	Select by MAN:	
	number of accts	47		
	Name assigned to MAN	1ST FRANKLIN		
	AE assigned to Customer		406	Display Report of Accts for Selected MAN
	Customer Contact		408	Print Report of Accts for Selected MAN
	Contact Number			
Remarks			Edited by:	VIRGINIA LEWIS
			Last Edit:	5/26/1999

	MAN FID	S0427	Select by name:	
	local service	\$ 4,259.16	Select by MAN:	
	number of accts	15		
	Name assigned to MAN	A C WHITE TRANSFER &		
	AE assigned to Customer		Edit Customer Data	Display Report of Accts for Selected MAN
	Customer Contact			Print Report of Accts for Selected MAN
	Contact Number			
Remarks			Edited by:	
			Last Edit:	

	MAN FID	S0NG5	Select by name:	
	local service	\$ 8,682.86	Select by MAN:	
	number of accts	21		
	Name assigned to MAN	A J MORRIS &		
	AE assigned to Customer		Edit Customer Data	Display Report of Accts for Selected MAN
	Customer Contact			Print Report of Accts for Selected MAN
	Contact Number			
Remarks			Edited by:	
			Last Edit:	

FIGURE. 4

Edit Proactive Customer Data

Customer Data that can be edited:

AE Assigned:

Customer Contact Name:

Customer Contact Phone:

Remarks:

Customer Data that cannot be edited:

Customer Name:

MAN FID:

Module:

Total Local Service:

Total Number of Accts:

Edited by:

Last Edit:

User:

Selected Module:

Input Status:

#Name?

C

EDIT DATA

502

504

506

508

510

512

500

FIGURE. 5

Enter Proactive Contacts		View Quality Contact Guidelines	
SV, MV, OV, SP, MP, OP		SV, MV	SP, MP, OP
Date of Contact:			
Type of Quality Contact:			
Remarks:			
Click all Products Discussed:		Click all Products "Sold" & Indicate Number of each product:	
<input type="radio"/> CLUB	<input type="radio"/> CLUB	<input type="radio"/> 0	
<input type="radio"/> DUB	<input type="radio"/> DUB	<input type="radio"/> 0	
<input type="radio"/> BMS	<input type="radio"/> BMS	<input type="radio"/> 0	
<input type="radio"/> RSB	<input type="radio"/> RSB	<input type="radio"/> 0	
<input type="radio"/> MTB	<input type="radio"/> MTB	<input type="radio"/> 0	
<input type="radio"/> EDI	<input type="radio"/> EDI	<input type="radio"/> 0	
<input type="radio"/> Elec.	<input type="radio"/> Elec.	<input type="radio"/> 0	
<input type="radio"/> Billing	<input type="radio"/> Billing	<input type="radio"/> 0	
<input type="radio"/> Select	<input type="radio"/> Select	<input type="radio"/> 0	
Select by Assigned Name: <input type="text"/> Select by MAN FID: <input type="text"/>		Customer Data: <input type="text"/>	
		Customer Name: <input type="text"/>	
		MAN FID: <input type="text"/>	
		Total Local Service: <input type="text"/>	
		Total Number of Accts: <input type="text"/>	
		Module: <input type="text"/>	
		AE Assigned: <input type="text"/>	
		Customer Contact Name: <input type="text"/>	
		Customer Contact Phone: <input type="text"/>	
		To make changes to this data, use the Browse Proactive Customers Form	
		Follow-up Date: <input type="text"/>	
		Follow-up Remarks: <input type="text"/>	

FIGURE. 6

Browse Mid Mkt Accounts - by Billing Name																																	
bill number	205 221 0585 296	proactive ind																															
cent fid	CCO	reactive ind																															
site	A	bms target ind																															
name	ALABAMA THRIFT	do not call ind																															
addr2	STORE	module ind																															
addr3	P O BOX 621																																
addr4	JASPER AL 35502	non-eps ind	<input checked="" type="checkbox"/>																														
addr5		eps ind	<input type="checkbox"/>																														
man fid	S1NA2	rsb ind	<input type="checkbox"/>																														
local service	\$121.28	club smy in	<input type="checkbox"/>																														
input date	3/1/1999	edi ind	<input type="checkbox"/>																														
input by	system	dab prod in	<input type="checkbox"/>																														
		mtb ind	<input type="checkbox"/>																														
		bms ind	<input type="checkbox"/>																														
		ckf ind	<input type="checkbox"/>																														
		club ind	<input type="checkbox"/>																														
Show Accts for Selected MAN																																	
Create a Select Referral for this customer																																	
<div> <div>Jump to Name beginning with:</div> <table border="1"> <tr><td>a</td><td>g</td><td>m</td><td>s</td><td>y</td></tr> <tr><td>b</td><td>h</td><td>n</td><td>t</td><td>z</td></tr> <tr><td>c</td><td>i</td><td>o</td><td>u</td><td></td></tr> <tr><td>d</td><td>j</td><td>p</td><td>v</td><td></td></tr> <tr><td>e</td><td>k</td><td>q</td><td>w</td><td></td></tr> <tr><td>f</td><td>l</td><td>r</td><td>x</td><td></td></tr> </table> <div>Not Alpha</div> </div>				a	g	m	s	y	b	h	n	t	z	c	i	o	u		d	j	p	v		e	k	q	w		f	l	r	x	
a	g	m	s	y																													
b	h	n	t	z																													
c	i	o	u																														
d	j	p	v																														
e	k	q	w																														
f	l	r	x																														
		Move Displayed Customer/Accts to Reactive Tables	Ensure that the appropriate Module is selected before moving to Reactive or BMS Tables.																														
		Move Displayed Account to BMS Target Table																															
bill number	205 214 7355 211	proactive ind																															
cent fid	CCO	reactive ind																															
site	A	bms target ind	bms target																														
name	BHAM TWO WAY	do not call ind																															
addr2	2425 2ND AV S	module ind	c																														
addr3	BIRMINGHAM AL 35233																																
addr4		non-eps ind	<input checked="" type="checkbox"/>																														
addr5		eps ind	<input type="checkbox"/>																														
man fid	S1H33	rsb ind	<input type="checkbox"/>																														
local service	\$216.50	club smy in	<input type="checkbox"/>																														
input date	3/1/1999	edi ind	<input type="checkbox"/>																														
input by	system	dab prod in	<input type="checkbox"/>																														
		mtb ind	<input type="checkbox"/>																														
		bms ind	<input type="checkbox"/>																														
		ckf ind	<input type="checkbox"/>																														
		club ind	<input type="checkbox"/>																														
Show Accts for Selected MAN																																	
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a	g	m	s	y																													
b	h	n	t	z																													
c	i	o	u																														
d	j	p	v																														
e	k	q	w																														
f	l	r	x																														
		Move Displayed Customer/Accts to Reactive Tables	Ensure that the appropriate Module is selected before moving to Reactive or BMS Tables.																														
		Move Displayed Account to BMS Target Table																															
bill number	205 221 0450 001	proactive ind																															
cent fid	CCO	reactive ind																															
site	A	bms target ind																															
name	COMPUTER CONNEC	do not call ind																															
addr2	P O BOX 1602	module ind																															
addr3	JASPER AL 35502																																
addr4		non-eps ind	<input checked="" type="checkbox"/>																														
addr5		eps ind	<input type="checkbox"/>																														
man fid	S7S4S	rsb ind	<input type="checkbox"/>																														
local service	\$76.85	club smy in	<input type="checkbox"/>																														
input date	3/1/1999	edi ind	<input type="checkbox"/>																														
input by	system	dab prod in	<input type="checkbox"/>																														
		mtb ind	<input type="checkbox"/>																														
<div> <div>Jump to Name beginning with:</div> <table border="1"> <tr><td>a</td><td>g</td><td>m</td><td>s</td><td>y</td></tr> <tr><td>b</td><td>h</td><td>n</td><td>t</td><td>z</td></tr> <tr><td>c</td><td>i</td><td>o</td><td>u</td><td></td></tr> <tr><td>d</td><td>j</td><td>p</td><td>v</td><td></td></tr> <tr><td>e</td><td>k</td><td>q</td><td>w</td><td></td></tr> <tr><td>f</td><td>l</td><td>r</td><td>x</td><td></td></tr> </table> <div>Not Alpha</div> </div>				a	g	m	s	y	b	h	n	t	z	c	i	o	u		d	j	p	v		e	k	q	w		f	l	r	x	
a	g	m	s	y																													
b	h	n	t	z																													
c	i	o	u																														
d	j	p	v																														
e	k	q	w																														
f	l	r	x																														

FIGURE. 7